



OPM/GoLearn Security Training Capabilities

Presented on
ISSLOB Customer Information Day
By
Gregory Daniel
GoLearn Operations Manager



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Agenda



- Executive Summary
- GoLearn History
- Customer Agencies
- Compliance
- Training Confusion / Clarity
- Contract
- Vendors & Security Training Capabilities
- Content Delivery Methods
- GoLearn Value Add
- Summary



Executive Summary



- ❑ GoLearn's Existing LMS Infrastructure Already Delivers Training to Most of the Civilian Federal Government and Some DoD Civilian Agencies
- ❑ GoLearn IDIQ Contract Provides Proven Channel for Agency Security Courseware Acquisition
- ❑ GoLearn Compliance Training Library Provides Best Value to the Government
 - IT Security Course:
 - Ensures FISMA Compliance
 - Interoperates with Agency LMSs
 - Eliminates Redundant Investments
 - Reduces Annual Maintenance Costs
 - Ensures Effective and Engaging Training
 - Ensures Common Core Content, Consistent Message
 - Enables Effective Reporting



GoLearn History



- ❑ GoLearn started 1998 at DOT as Transportation Virtual University
 - Supplied Learning Management Systems and courseware to federal agencies through DOT's Fee-for-Service Program
 - LMS – Application that delivers, tracks and reports on training
- ❑ 2002 – Moved to OPM for tighter integration with e-GOV/e-Training Initiative
 - Expanded customer base (1M users, Focused on Scorecard Agencies)
 - GoLearn.gov government-wide LMS delivering online learning
 - Moved agencies to Enterprise Learning Management Systems
- ❑ Awarded Indefinite Delivery Indefinite Quantity Contract in July 2005
 - Comprehensive HCM Services - supports next stage evolution to HCM
 - 50 vendors, 7 areas of expertise



GoLearn Customer Agencies

14/15 Cabinet and 24/26 Scorecard

> 1.4 Million Government Users



- | | |
|--|--|
| <input checked="" type="checkbox"/> Agriculture | <input checked="" type="checkbox"/> AID |
| <input checked="" type="checkbox"/> Commerce | <input type="checkbox"/> Corps of Engineers |
| <input checked="" type="checkbox"/> Defense (DFAS, DISA, MDA) | <input checked="" type="checkbox"/> EPA |
| <input checked="" type="checkbox"/> Education | <input checked="" type="checkbox"/> GSA |
| <input checked="" type="checkbox"/> Energy | <input checked="" type="checkbox"/> NASA |
| <input checked="" type="checkbox"/> HHS | <input checked="" type="checkbox"/> NSF |
| <input checked="" type="checkbox"/> DHS | <input checked="" type="checkbox"/> OMB |
| <input checked="" type="checkbox"/> HUD | <input checked="" type="checkbox"/> OPM |
| <input checked="" type="checkbox"/> Interior | <input checked="" type="checkbox"/> SBA |
| <input checked="" type="checkbox"/> Justice | <input checked="" type="checkbox"/> Smithsonian |
| <input checked="" type="checkbox"/> Labor | <input checked="" type="checkbox"/> SSA |
| <input type="checkbox"/> State | |
| <input checked="" type="checkbox"/> Transportation | |
| <input checked="" type="checkbox"/> Treasury | |
| <input checked="" type="checkbox"/> Veterans Administration | |

Bold = GoLearn Enterprise LMS Implementations

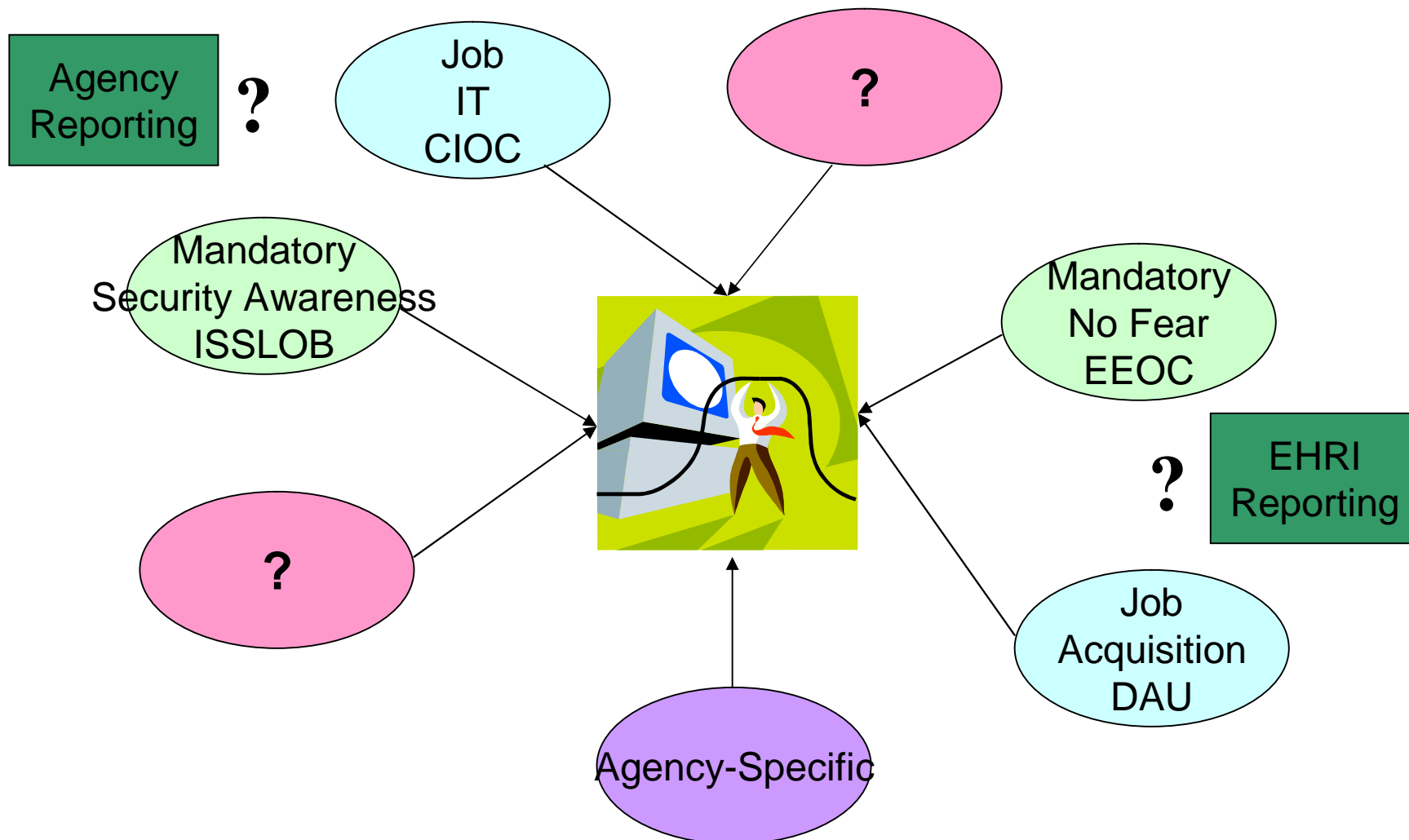


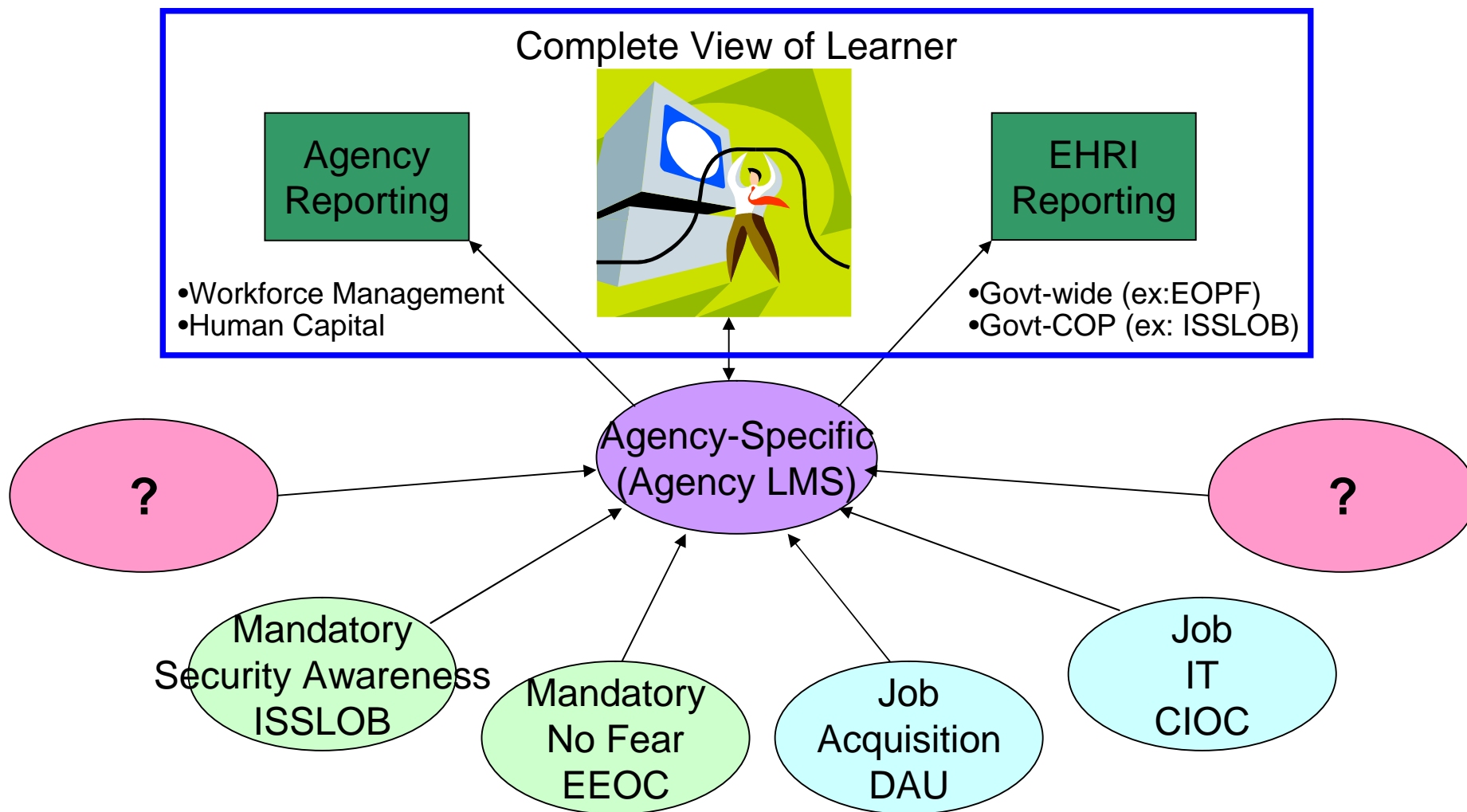
GoLearn Infrastructure



- ❑ Your agency probably already delivers training on GoLearn-supplied infrastructure
- ❑ GoLearn Enterprise LMSs report training metrics to agency management and to EHRI
- ❑ GoLearn engages in extensive C&A activity for each hosted LMS
- ❑ GoLearn FISMA Compliance Activities
 - FIPS 200 compliance (using NIST SP800-53)
 - SSP (System Security Plan) Update
 - ST&E Re-Write (800-53 requires more controls and detail)
 - Risk Assessment

Training Confusion







The GoLearn IDIQ Contract

A Complete HCM Solution



STA #	Description	Vendors
STA1	Learning Management Systems (LMS)/Learning Content Management Systems (LCMS)	7
<u>STA2</u>	<u>Training Content</u>	<u>17</u>
STA3	Collaboration Tools and Human Capital Performance Applications (Competency Management, etc.)	11
STA4	Implementation, Customization and Integration Support Services	9
STA5	Consulting, Transformational Change Management	10
STA6	Academic Licensing, Credentials, and Online Degrees	5
STA7	Staff Support and Services	4



The GoLearn IDIQ Contract Multiple Security Training Providers



GoLearn Content Vendors (Security Training Providers)

- **Element K**
- **GeoLearning (Red Siren)**
- **InfoSource**
- **Karta Technologies**
- **MindLeaders.com**
- **SkillSoft**
- **Thompson NetG**
- **Vubiz**

Underlined vendors provide Mandatory Security Awareness Training (Tier 1)



Vendors' Security Training Capabilities



- ❑ 8 of 17 GoLearn Content Vendors Offer Security Training
- ❑ Best Known: SkillSoft, Thompson NETg, Karta and Red Siren
- ❑ Others Include: Element K, MindLeaders, InfoSource and VuBiz
- ❑ Multiple Solutions for Basic (Tier 1) Security Training
- ❑ Extensive Libraries for Comprehensive (Tier 2) Security Training

SkillsSoft

Exit Help


Principles of Information System Security

The goal of federal agencies is to provide a complete public service to US citizens. In your opinion, how important is information security in achieving this goal?

Get Feedback

Rate your response using the scale provided.

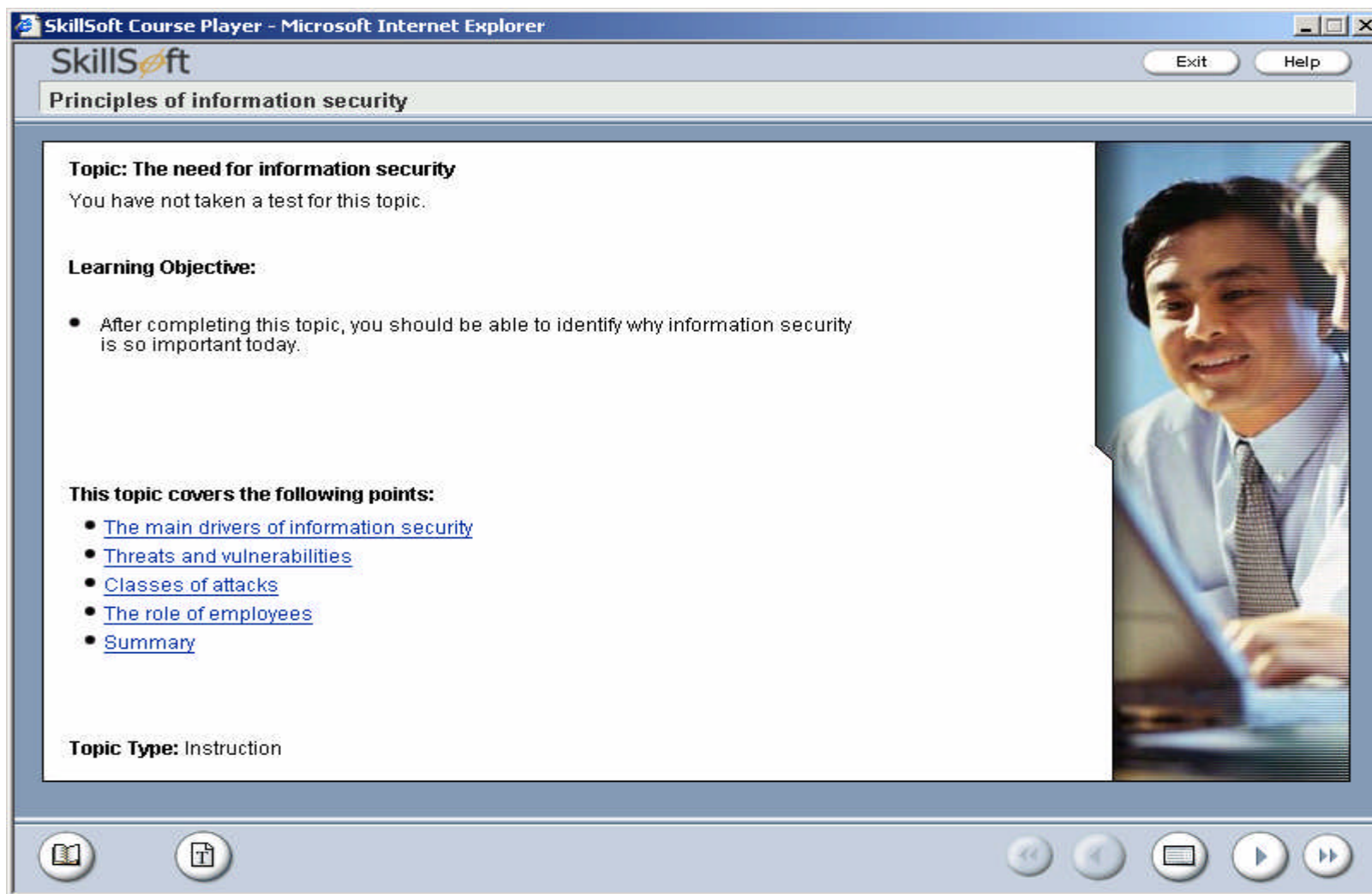
You say that information security plays a critical role in achieving federal agency goals. Fortunately, you understand the importance of information security and how it protects the agency, its partners, and its customers from IT-related risks. Hopefully, you will learn to appreciate your role in securing agency information.



It plays no role

It assists the agency

It plays a critical role

A screenshot of the SkillSoft Course Player interface within a Microsoft Internet Explorer browser window. The window title is 'SkillSoft Course Player - Microsoft Internet Explorer'. The interface has a blue header bar with the 'SkillSoft' logo and 'Principles of information security' as the course title. On the right side of the header are 'Exit' and 'Help' buttons. The main content area is white and contains the following text: 'Topic: The need for information security', 'You have not taken a test for this topic.', 'Learning Objective:', and a bulleted list: 'After completing this topic, you should be able to identify why information security is so important today.' Below this, it says 'This topic covers the following points:' followed by a bulleted list of links: 'The main drivers of information security', 'Threats and vulnerabilities', 'Classes of attacks', 'The role of employees', and 'Summary'. At the bottom left of the main area, it says 'Topic Type: Instruction'. On the right side of the main area is a vertical video player showing a man in a white shirt and tie. The bottom of the interface has a blue bar with navigation icons: a book icon, a document icon, and a set of five circular buttons with arrows for navigation.







SkillSoft Course Player - Microsoft Internet Explorer





SkillSoft Exit Help

Introduction to information security Course Menu

Goal: To give an overview of information security in the business world **Course Score:** ---

To continue at your bookmarked location, select the Return to Bookmark button.
To begin a topic or test, select any active topic or test link.

	Type	Status	Current Score	Take Course Test
Principles of information security				
The need for information security	Instruction		---	Take Test
Information security objectives	Instruction		---	Take Test
Recognizing information security objectives	Exercise		N/A	Take Test
How information security is implemented				
Organizational security policies	Instruction		---	Take Test
Information security mechanisms	Instruction		---	Take Test
Using information security policies	Exercise		N/A	Take Test




Return to Bookmark 

SkillSoft Course Player - Microsoft Internet Explorer

SkillSoft

Exit Help

Information security objectives

Adverse events and incidents

An event, in computer system terms, is any discrete incident that can be observed. This may be a user logging on, a file being created, an e-mail being sent, or changes being made to a database.

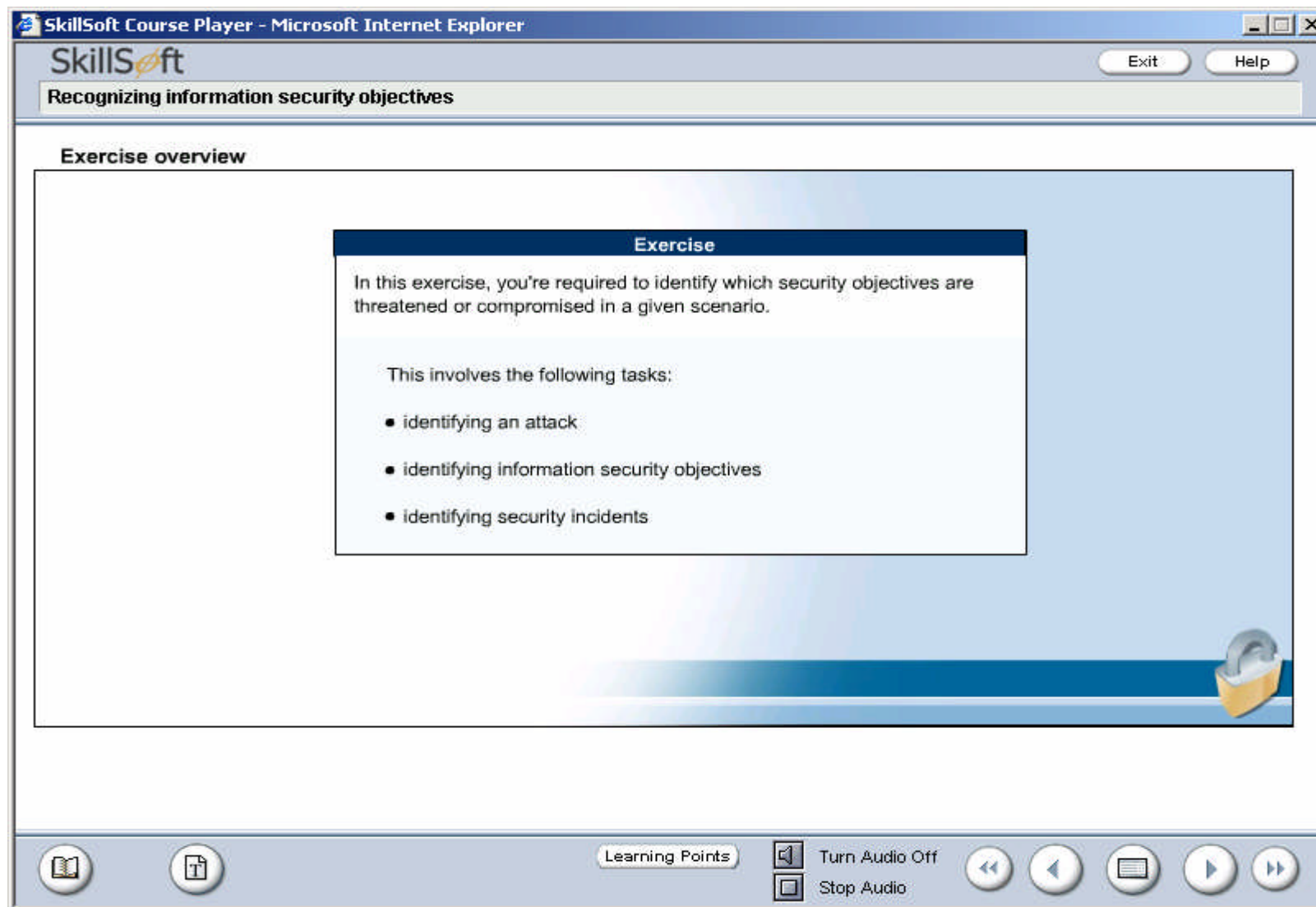


Learning Points

Turn Audio Off

Stop Audio

Navigation buttons: Previous, Play, Next, Stop

The image shows a screenshot of the SkillSoft Course Player interface within a Microsoft Internet Explorer browser window. The browser title bar reads 'SkillSoft Course Player - Microsoft Internet Explorer'. The SkillSoft logo is in the top left of the player, with 'Exit' and 'Help' buttons in the top right. The main content area is titled 'Recognizing information security objectives' and contains an 'Exercise overview' section. A central box titled 'Exercise' contains the following text: 'In this exercise, you're required to identify which security objectives are threatened or compromised in a given scenario.' Below this, it says 'This involves the following tasks:' followed by a bulleted list: 'identifying an attack', 'identifying information security objectives', and 'identifying security incidents'. A small padlock icon is visible in the bottom right corner of the main content area. The bottom of the player features a control bar with icons for a book, a document, 'Learning Points', 'Turn Audio Off', 'Stop Audio', and navigation buttons (back, forward, search, etc.).

Karta Security Courseware Example 1



Training - Microsoft Internet Explorer


INFORMATION SECURITY AWARENESS

Lesson 1: Introduction to Information Security







Lesson 1: Introduction to Information Security

The Introduction to Information Security lesson will introduce you to the concepts of information security. You will learn what an information system is and why protecting your organization's information system is important. You will also learn about common terms, policies and procedures, assets that need protection, and what can occur if your organization's security is compromised.

Click Next to continue.

Menu Print Glossary Resources

Page 1 of 17

(6 items remaining) Downloading picture http://component.geolearning.com/courses/golear

Internet

Test - Microsoft Internet Explorer

Karta
Smart Thinking at Work

INFORMATION SECURITY AWARENESS

Preassessment

Question 1 of 7

Information Security does not protect _____.

- ☐ A. The privacy of individuals.
- ☐ B. The reputation of an organization.
- ☐ C. The data of an organization.
- ☐ D. Against theft of devices.

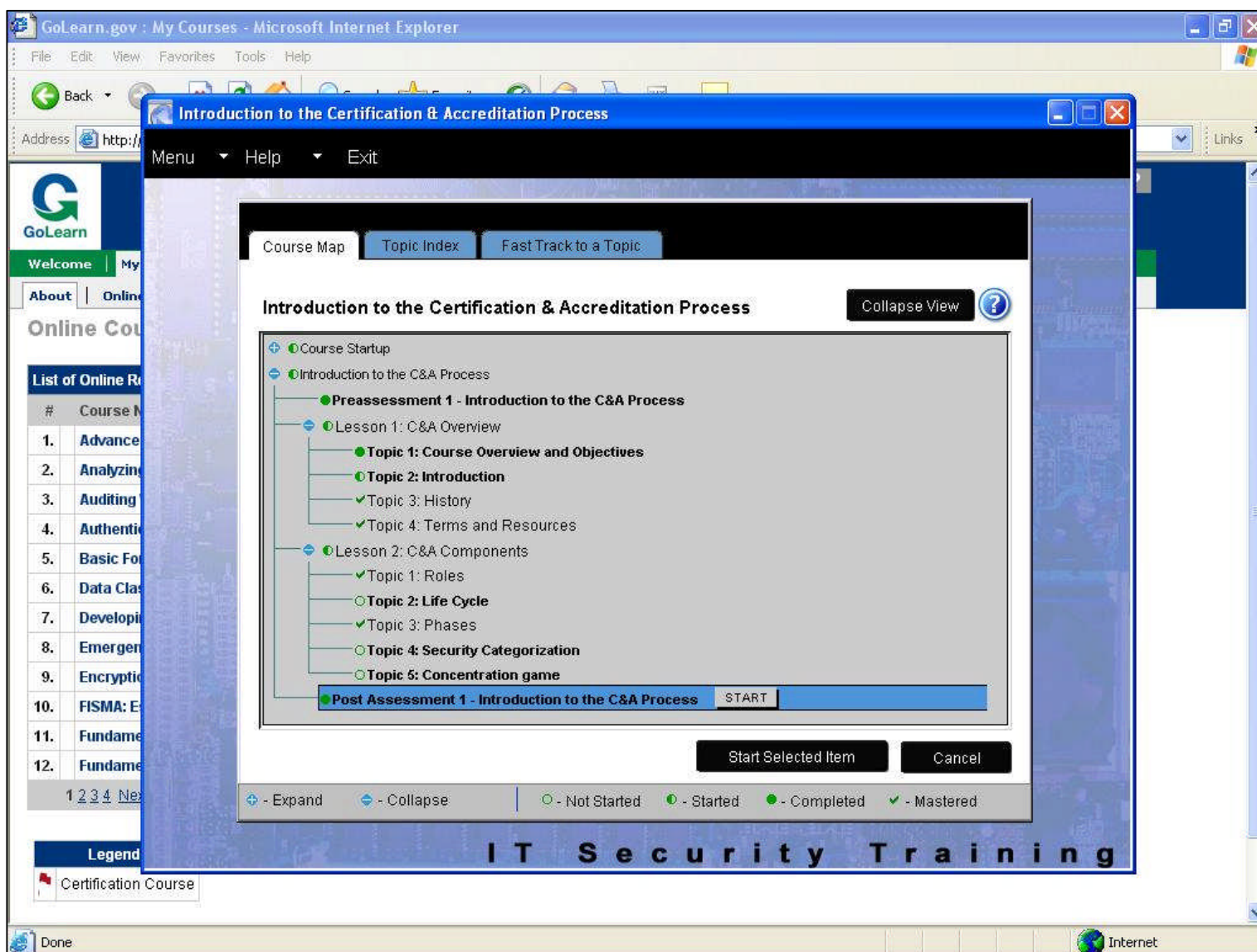
Submit Question

■ Menu ■ Print ■ Glossary ■ Resources ■ Help ■ Exit

Page 1 of 8

Done Internet

Karta Security Course Example 4

GoLearn.gov : My Courses - Microsoft Internet Explorer

Address http://

GoLearn

Welcome | My

About | Online

Online Co

List of Online R

#	Course N
1.	Advance
2.	Analyzing
3.	Auditing
4.	Authentic
5.	Basic Fo
6.	Data Clas
7.	Developi
8.	Emergen
9.	Encrypti
10.	FISMA: E
11.	Fundame
12.	Fundame

1 2 3 4 Next

Legend

Certification Course

Introduction to the Certification & Accreditation Process

Course Map Topic Index FastTrack to a Topic

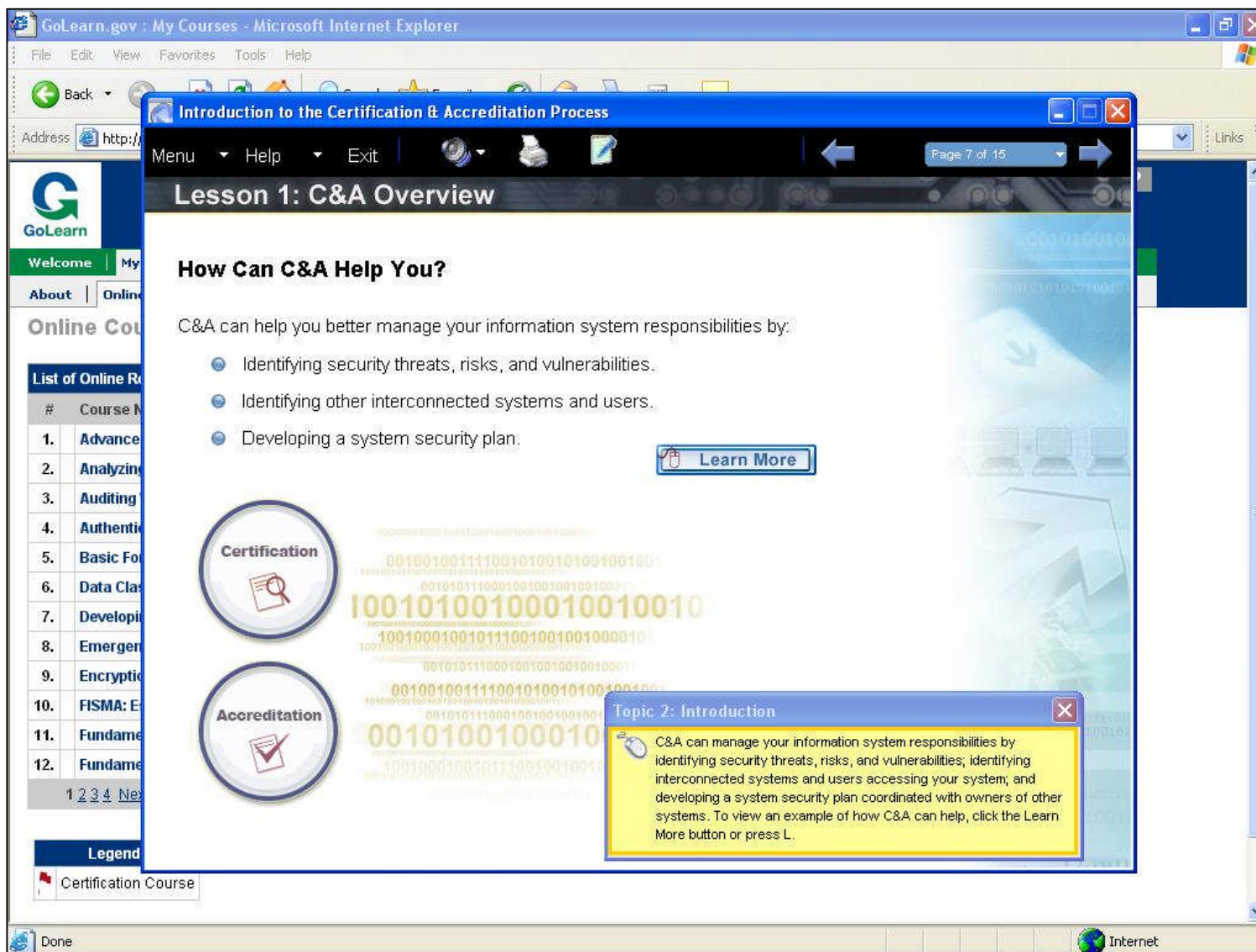
Introduction to the Certification & Accreditation Process Collapse View ?

- Course Startup
- Introduction to the C&A Process
 - Preassessment 1 - Introduction to the C&A Process
 - Lesson 1: C&A Overview
 - Topic 1: Course Overview and Objectives
 - Topic 2: Introduction
 - Topic 3: History
 - Topic 4: Terms and Resources
 - Lesson 2: C&A Components
 - Topic 1: Roles
 - Topic 2: Life Cycle
 - Topic 3: Phases
 - Topic 4: Security Categorization
 - Topic 5: Concentration game
 - Post Assessment 1 - Introduction to the C&A Process START

Start Selected Item Cancel

- Expand - Collapse - Not Started - Started - Completed - Mastered

IT Security Training



GoLearn.gov : My Courses - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Address http://

GoLearn

Welcome My

About Online

Online Co

List of Online R

#	Course N
1.	Advance
2.	Analyzing
3.	Auditing
4.	Authentic
5.	Basic Fo
6.	Data Clas
7.	Developi
8.	Emergen
9.	Encrypti
10.	FISMA: E
11.	Fundame
12.	Fundame

1 2 3 4 Next

Legend

Certification Course

Introduction to the Certification & Accreditation Process

Menu Help Exit

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Lesson 1: C&A Overview

How Can C&A Help You?

C&A can help you better manage your information system responsibilities by:

- Identifying security threats, risks, and vulnerabilities.
- Identifying other interconnected systems and users.
- Developing a system security plan.

[Learn More](#)

Certification

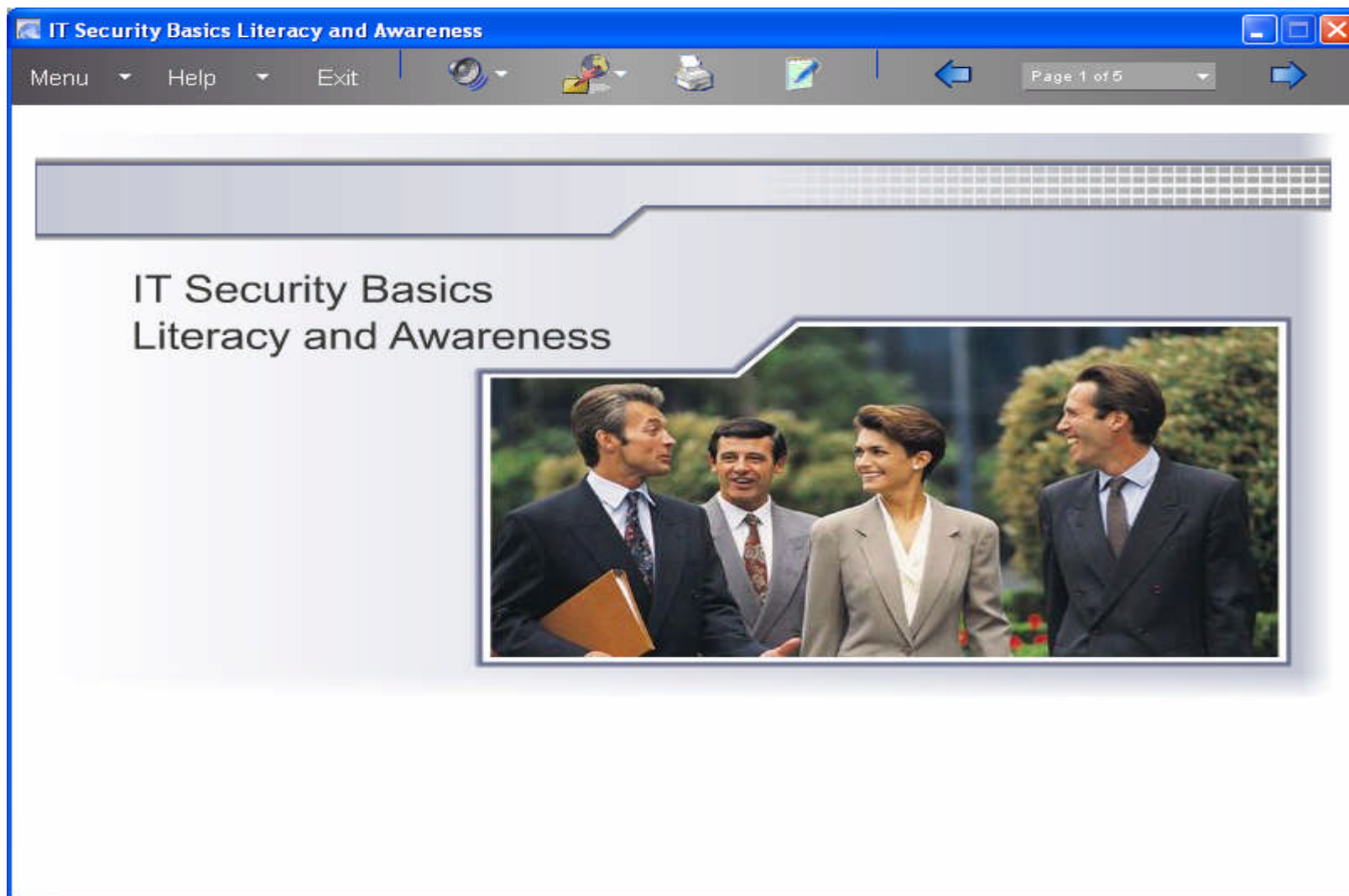
Accreditation

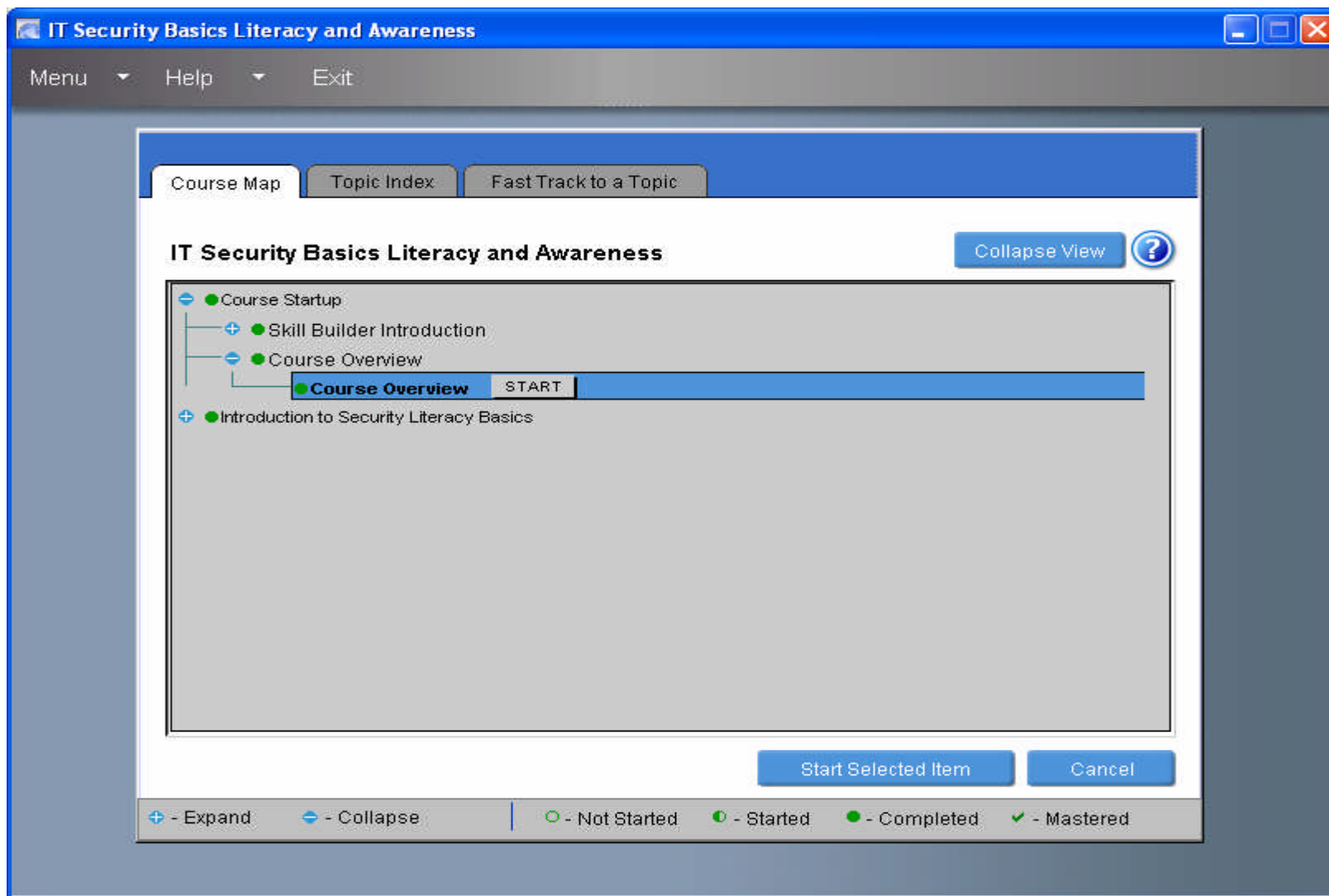
Topic 2: Introduction

C&A can manage your information system responsibilities by identifying security threats, risks, and vulnerabilities; identifying interconnected systems and users accessing your system, and developing a system security plan coordinated with owners of other systems. To view an example of how C&A can help, click the Learn More button or press L.

Done Internet

Netg Security Courseware Example 1





Netg Security Courseware Example 3



IT Security Basics Literacy and Awareness

Menu ▾ Help ▾ Exit PostAssessment: Unit 1
MULTIPLE CHOICE Question 1 of 8 Submit ➡


(One Choice) Which of the following is an example or type of social engineering threat?

- A** A telephone survey is used to gain access to sensitive but unclassified government information
- B** A federal employee enters a restricted access data center without swiping their electronic access card by following closely behind another employee
- C** A virus is purposely introduced to a desk top computer system

Post Assessment

Click on the correct answer. When finished, click on the Submit button to continue.

IT Security Basics Literacy and Awareness
Menu Help Exit
Page 5 of 8



A worm can cause the same damage as a virus.

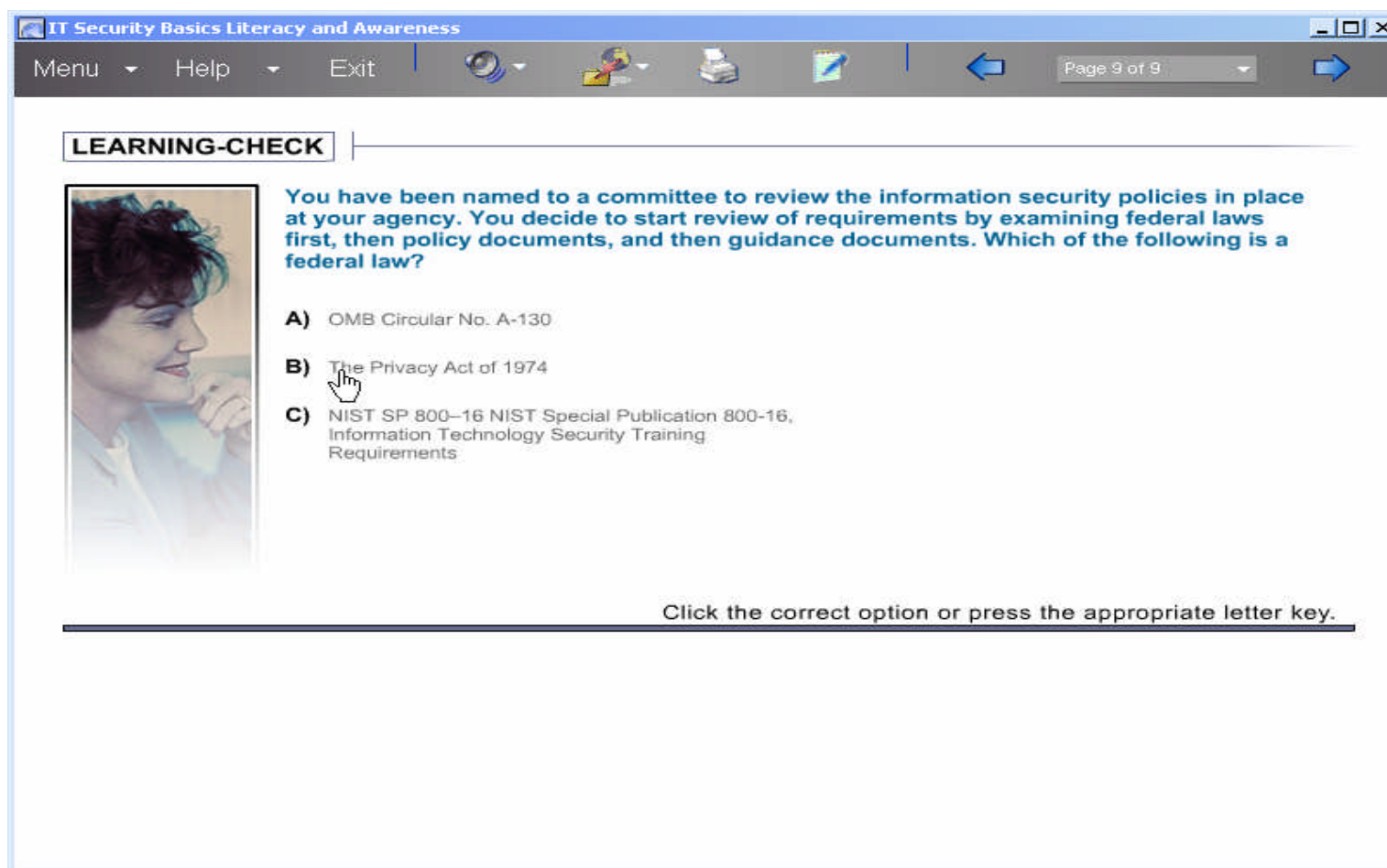
What Is Malicious Code?

A worm can cause the same damage as a virus. However, a worm is an independent program rather than a code fragment. It usually "worms" its way from system to system throughout a network. A worm has the potential for major

Netg Security Courseware Example 5



After teaching a topic, learning is reinforced with impromptu questions. Formal “assessments” are also included at the end.


A screenshot of a web-based courseware interface titled 'IT Security Basics Literacy and Awareness'. The interface includes a menu bar with 'Menu', 'Help', and 'Exit' options, and a toolbar with icons for navigation and document management. The main content area is titled 'LEARNING-CHECK' and contains a question about federal laws. To the left of the question is a small image of a woman. The question asks which of the following is a federal law, with three options: A) OMB Circular No. A-130, B) The Privacy Act of 1974, and C) NIST SP 800-16 NIST Special Publication 800-16, Information Technology Security Training Requirements. A mouse cursor is pointing at option B. At the bottom, there is a line of text: 'Click the correct option or press the appropriate letter key.'

IT Security Basics Literacy and Awareness

Menu ▾ Help ▾ Exit ▾

Page 9 of 9

LEARNING-CHECK

A small portrait of a woman with dark, curly hair, looking thoughtfully to the side with her hand near her chin.

You have been named to a committee to review the information security policies in place at your agency. You decide to start review of requirements by examining federal laws first, then policy documents, and then guidance documents. Which of the following is a federal law?

- A)** OMB Circular No. A-130
- B)** The Privacy Act of 1974
- C)** NIST SP 800-16 NIST Special Publication 800-16, Information Technology Security Training Requirements

Click the correct option or press the appropriate letter key.

Netg Security Courseware Example 6



IT Security Basics Literacy and Awareness
Page 6 of 13

Type	Vulnerability	Potential for Damage
Natural	A government office located in an area prone to flooding has computers sitting on the floor.	A flash flood could damage the computers and its files.
Human	A new employee is given network access without first receiving any computer security training.	The new employee could delete data accidentally or alter files incorrectly.
System	Backup files are created only once a month.	The restoration of lost or damaged files could be time-consuming if not impossible.
Telecommunications		

Click each type or press Enter for more information.

❑ Enterprise LMS

- For Large Departments/Agencies
- Enterprise Learning Content Delivery, Tracking, Reporting
- HCM Application Platform (Competency, Performance Mgt)



❑ Government-Wide LMS:

GoLearn.gov

- For Medium and Small Agencies, or as Interim Solution
- Shared Infrastructure, Separate Domains
- Enterprise LMS Benefits (see above), Lower Cost



❑ Content Server

- For Single Course Delivery





GoLearn Value Add



□ Interagency Agreement

- Government to Government
- Can include MOU and/or SLAs
- Funds transferred to OPM Revolving Fund

□ GoLearn IDIQ

- Comprehensive HCM Products & Services
- GoLearn handles competition, award, invoices
- Task Order Competitions
- Best-of-breed suppliers
- Multi-year, base + option, non-protestable
- GoLearn aggregates licenses, reduces cost risk

□ GoLearn Support

- GoLearn Project Manager serves as the single POC to handle all aspects of the project
- Best Practices and Lessons Learned
- Roll-out and Testing Strategies

GoLearn Value Add (Cont.)



- ❑ COTS courseware can be customized for agency at little or no cost
- ❑ COTS Courseware is maintained by the vendor, not the agency
- ❑ Vendor assumes risk with COTS Courseware
- ❑ COTS courseware vetted by SMEs
- ❑ COTS courseware supports industry standards such as SCORM and AICC
- ❑ Standardized Reporting

- ❑ GoLearn LMS Infrastructure Covers the Entire Civilian Federal Government – SSC Delivery is In Place and Proven
 - Hosted applications deliver, track and report training to agency specifications
 - Scaled from Enterprise down to small agency
 - Standardized, Cost-effective, Secure
- ❑ GoLearn IDIQ Contract Provides Proven Channel for Agency Security Courseware Acquisition – Aggregate Licensing = Best Price
 - Multiple vendors, multiple choices
 - Pre-competed to rigorous, cross-agency requirements
 - Experienced contracting processes
- ❑ GoLearn Compliance Training Library Provides Best Value to the Government – Innovative Approach Embodies PMA Ideals
 - Government-sponsored content
 - Government SMEs contribute, review, approve content
 - Vendor best-of-breed ISD, updates, maintenance, personalization
 - One pre-approved library saves duplication, valuable staff time



GoLearn Program Key Contacts



□ Program Director

- Scott Wortman
Scott.Wortman@opm.gov
(202) 606-8160

□ Business Development

- Spence Burton
Spence.Burton@opm.gov
(202) 606-1260

□ Operations

- Gregory Daniel
Gregory.Daniel@opm.gov
(202) 606-4850

□ Financial Management

- John Ingley
John.Ingley@opm.gov
(202) 606-2447

□ Security

- Shawnetta Jordan
Shawnetta.Jordan@opm.gov
(202) 606-0490